

Minutes of Board Meeting
January 15, 2020
10:01 a.m.

Present

David Connell, Chairman
Jeff Markey, Vice Chairman
Jeff Wigington, Secretary
Rachel Little (Phone)
Bob Pierce (Phone)
Britt Fleck (Phone)

Not Present

Jim Cole
Wallace Coopwood

Also attending the meeting was Kimberly Daniel from the State Attorney General's Office and members of the DDS Staff.

Establish Quorum/Call to Order

Chairman Connell confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the Minutes from the November 13, 2019, Board meeting. Bob Pierce made a motion to approve the regular meeting minutes as presented; Jeff Markey seconded the motion, with unanimous approval by the remaining Board members.

Chairman Connell welcomed everyone on the Board and the DDS staff and wished everyone a Happy New Year. He and the Commissioner presented Vice Chairman Jeff Markey with an award of gratitude for his continued support, as well as hosting the August Board meeting at the Coke Cola headquarters. Vice Chairman Markey was surprised and thanked everyone for such a nice award.

Commissioner's Report

The Commissioner welcomed the Chairman, members of the Board, and everyone present in the room and on the phone. The Commissioner introduced Interim Deputy Director Jared Smith of Investigative Services. Jared has years of experience in the law enforcement world and the agency is excited about his assistance in that capacity. The Commissioner introduced District Manager Adria Dennis and pointed out that the District Managers literally are crucial to the success of the agency. He continued by introducing two interns, Sabrina Ali and Rebecca Payoute who will be assisting Legislative Liaison Shevondah Leslie during the legislative session. They both attend Georgia State University and the Commissioner is glad to have them on board.

The Commissioner referenced the transformation video sent to the Board and explained how it coincides with his vision for 2020 to “Exceed Customer Expectations, Every Customer! Every Time!” The agency will be focused on this goal for the next 12 months. Kecia and her team are working very hard out in the field to succeed in that goal, but every facet of DDS has some interaction with the public. We often set themes or metrics for field operations because that group has the most visibility. The message to “Exceed Customer Expectation” Every Customer! Every Time!” will be communicated to each division within the agency and is expected from every DDS Team Member.

Commissioner Moore gave an update on last year’s accomplishments: Card Production Services (CPS), the kick-off for phase two of DRIVES, debt collection services, DDS 2 GO, and Real ID, to name a few. The full list was provided to the Board. He thanked Deputy Commissioner Ricky Rich, Director Kecia Bivins, Deputy Director Pierre Miles, and the Contact Center staff in their absence for the efforts they made in achieving the Contact Center’s service level. Several state agencies operate call centers, but DDS is leading efforts in customer communication and hopes to continue to improve in 2020.

Deborah Moore (HR Director) provided an update on the Annual Managers Meeting:

- A total of 202 managers attended this year’s annual meeting. The theme was “Let’s Transform!” The Communications Team prepared an awesome video to accompany the theme, and it was well received by the DDS team.
- The speakers this year were Lori Daigle, Region 3 Manager from Colorado Driver’s License Division, and Conrad Norman, Learning & Organizational Development Manager from the Department of Administrative Services/Human Resources Administration. Both were phenomenal speakers with connecting messages.
- Deborah thanked her staff for making the meeting a success. Survey numbers indicated that 48.76% of the DDS team was extremely satisfied with the quality of the program, an additional 45.45% was satisfied.

The Commissioner reminded the Board that the 2020 legislation is well underway. The budget reduction submissions for AFY 2020 & AFY 2021 were accepted. Some of those cuts included: Returning funding for the new vault program and security guards, roughly 16 full-time employee and 40 part-time employee position reductions, elimination of the blue renewal notification cards, and elimination of some cell/land line phones and computers. The Commissioner assured the Board that he does not expect the agency’s wait times to increase due to the reductions.

Shevondah Leslie, Legislative Liaison, provided an update on the 2020 proposed Legislation:

- Proposal 1: Amend GA statute to authorize DDS to impose a lifetime commercial driver’s license (CDL) disqualification for any person convicted of violating Human Trafficking laws while using a commercial motor vehicle (CMV). This will be included in First Lady Kemp’s package.
- Proposal 2: Permit DDS to allow for the use and acceptance of electronic driver’s licenses and identification (ID) cards.
- Proposal 3: Amend GA statute to make DDS’ requirement to send notifications via certified mail optional. Change “shall” to “may” for certain offenses.

Mike Mitchell, Director of Regulatory Compliance, gave an update on FMCSA:

- The 2019 Annual performance review was completed on August 29, 2019 with no findings. On November 14th, it was re-opened without DDS knowledge and amended with 10-day finding. The annual compliance letter was submitted on December 12, 2019.
- FMCSA conducted an onsite review of CDL paper citation processing on January 8th & 9th. During FY18, other states submitted a total of 3,998 paper citations to DDS for infractions committed by GA CDL holders. Of those, a total of 3,870 (96.8%) were processed by our Records Management Unit within 10 days of receipt. During FY19, other states submitted 15,482 paper citations for GA CDL holders. A total of 15,322 (98.97%) of those citations were processed by our Records Management Unit within 10 days of receipt.

Brett Young (PMO Director) provided an update on DRIVES:

- The DRIVES project has 369 days until go-live and is on-time and on budget.
- The project is graded by the IV & V vendor and DRIVES currently has a project health of green.
- FAST gave a demonstration of the system at the Annual Managers meeting.
- DDS is conducting a multitude of road shows" to provide team members with a look and feel for using the system.
- The "Definitions" and "Base Configuration" phases of the project end in January. Definitions is a review process to ensure that DDS is receiving the items promised in the contract. The agency has two final Base Configurations scheduled on January 29th, but these will not interfere with the overall schedule.
- Brett gave a few more updates on some other areas of DRIVES and ended with project concerns.

The Commissioner provided an update on the agency's performance. Customer volume in the CSCs has been lower than normal, and that trend will continue in coming years due to the renewal cycle. At 8:35 minutes, the average statewide wait time is just below where it was in 2018 (8:55 minutes). DDS continues to far exceed customer expectations with these wait times, while maintaining a service level of 95%. Commissioner Moore reviewed the trendline requested by the Chairman, and the chart showed volume trending back downwards while service levels increased.

The new online and mobile accounts allow the agency to obtain an email address to communicate with customers so that they don't have to come into a center. During the last calendar year, the mobile app allowed DDS to defer over 70,000 people from coming into a center.

The agency received more survey responses in 2019 than in 2018 and the goal is to receive more than 100,000 responses in 2020 because that helps DDS to determine how to improve. Additional signage will be placed in the centers regarding the "Lets transform!" goal, and the surveys encourage customers to help us measure whether or not we met this goal.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- **375-3-1-.05** Reciprocity for Valid Licenses Issued Elsewhere
- **375-5-2-.03** Procedures for Original Driver Training School License (repeal)
- **375-5-2-.04** Driver Training and Limited Driver Training School Licenses
- **375-5-2-.05** Expiration of License (repeal)
- **375-5-2-.06** Nontransferability (repeal)
- **375-5-2-.07** Display of License (repeal)
- **375-5-2-.09** Renewal of License (repeal)
- **375-5-2-.18** Insurance and Safety Requirements

Jeff Wigington moved to approve the initial rules for adoption; Rachel Little seconded the motion, with unanimous approval by the remaining Board members.

Rules for Final Approval

- **375-3-3-.06** Suspension Revocation and Cancellation Forms Based on Violations-(repeal) (1)
- **375-3-3-.15** Forms (repeal)
- **375-3-7-.07** Safety Responsibility Forms-(repeal)

Bob Pierce moved to approve the final rules for adoption; Jeff Markey seconded the motion, with unanimous approval by the remaining Board members.

Citizen Waivers

1. Geraldine Neloms – She is seeking a Georgia ID in the name of Geraldine Neloms. She is 56 years old. She is missing her home-born birth certificate. She submitted her Medicare card, child's birth certificate, proof of residency, food stamps statement, Social Security (S/S), health card and S/S card.

Bob Pierce motioned to approve the waiver pending a Numident; Jeff Wigington seconded the motion, with unanimous approval by the remaining Board members.

2. Whitney R. Rolle – He is seeking a Georgia driver's license in the name of Whitney R. Rolle. He is 57 years old. He is missing his certified birth certificate. He submitted his voter registration, school records from 1995, 1996, & 1998, expired Florida driver's license, child's birth certificate, marriage certificate, S/S card and birth not found letter

Jeff Wigington motioned to deny the waiver; Jeff Markey seconded the motion, with unanimous denial by the remaining Board members.

3. Vera Jean Smith – She is seeking a Georgia driver's license in the name of Vera J. Smith. She is 77 years old. She is missing her home-born birth certificate. She submitted her high school diploma, marriage license (married Leonard Harris), Children's birth certificate, mother's death certificate (mother's name Ethel Lee Irby), marriage license (married James Smith), father's death certificate (father's name Nathan Irby), voter registration, husband's death certificate, Affidavit w/Vera Smith, valid Indiana driver's license, SSNAP report (parent names – Nathan Irby and Ethel L. Ford-maiden), senior living resident, communication bill and S/S card.

Bob Pierce motioned to approve the waiver; Britt Fleck seconded the motion, with unanimous approval by the remaining Board members.

4. Jaden Whitaker – He is seeking a Georgia ID in the name of Jaden Whitaker. He is 20 years old. He has a copy of his New York birth certificate but is unable to receive a certificated copy without ID. He submitted his child's birth certificate, health coverage letter, Medical record, Mother's death certificate (matches name on Birth certificate), S/S card, DBHDD admission document, DBHDD authorization for release of information and adult crisis home transition letter.

Jeff Wigington motioned to approve the waiver; Jeff Markey seconded the motion, with unanimous approval by the remaining Board members.

New or Old Business

The Board voted to close the meeting and enter Executive Session.

Jeff Wigington moved to close session; Jeff Markey seconded the motion, with unanimous approval by the remaining Board members. The affidavit supporting closing the public meeting is attached.

The Commissioner updated the Board on pending litigation in reference to Puerto Rico birth certificates. He also discussed some employee matters.

Britt Fleck suggested that the Board adjourn the Executive Session; Bob Pierce seconded the motion. The remaining Board members agreed to conclude the Executive Session and went back into the public meeting.

The Chairman informed the Board that Board Member Hubert Parker resigned. He also informed the Board that former COO Greg Dozier is now President of the Technical College System of Georgia.

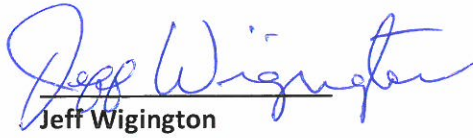
Chairman Connell asked if at some point the Board could go through some of the screens in DRIVES.

The next Board meeting will be held on February 12, 2020.

Adjournment

There was no further business to discuss; Chairman David Connell called a motion to adjourn. A motion was made by Jeff Markey and seconded by Jeff Wigington, with unanimous approved by the Board.

Respectfully Submitted,



Jeff Wigington